

IN THE TENNESSEE REGULATORY AUTHORITY  
NASHVILLE, TENNESSEE

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IN RE:

AT&T COMMUNICATIONS OF THE  
SOUTH CENTRAL STATES, INC.,  
TARIFF TO IMPLEMENT \$1.40  
DIRECTORY ASSISTANCE CHARGE

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DOCKET NO. \_\_\_\_\_

TARIFF NO. 99-00757

EXECUTIVE SECRETARY

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CONSUMER ADVOCATE DIVISION'S FIRST SUPPLEMENT TO THE REPLY TO  
THE MEMORANDUM BRIEF OF AT&T COMMUNICATIONS OF THE SOUTH  
CENTRAL STATES, INC. OPPOSING THE PETITION FOR INFORMATION FILED  
BY THE CONSUMER ADVOCATE DIVISION

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Comes the Consumer Advocate Division of the Office of the Attorney General for the State of Tennessee, and hereby files the First Supplement to its Reply to the Memorandum Brief of AT&T Communications of the South Central States, Inc. Opposing the Petition for Information Filed by the Consumer Advocate Division. The purpose of this First Supplement is to notify the TRA of the Federal Communication Commission's ("FCC") decision on December 10, 1999 to deny an automatic grant of AT&T's application to discontinue its Toll Free Directory Assistance Service, 1-800-555-1212. In denying AT&T's application to begin charging for the service previously offered at no charge, the FCC stated that the application "will be acted upon based on its merits, following further examination of both the comments received and any responsive

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comments that AT&T files." A copy of the FCC decision is attached hereto as **Exhibit**

**A.**

In deciding not to automatically grant AT&T's request, the FCC noted the following objections:

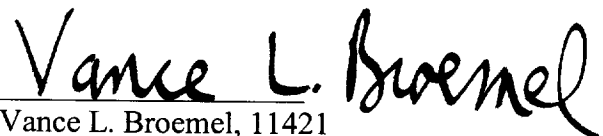
- not all customers have or can afford access to the Internet;
- additional fees will be implemented for this service;
- elderly and disabled people depend on the service;

many AT&T employees (some filing comments as members of Communications Workers of America) will be harmed; and,

- small businesses will incur economic hardship.

The Consumer Advocate Division believes that this is precisely the kind of information and issues that the TRA should consider before making a decision in the present case. Accordingly, the TRA should grant the Consumer Advocate Division's Petition for Information and begin gathering and receiving the information needed for an informed decision.

Respectfully submitted,



Vance L. Broemel, 11421  
Assistant Attorney General  
Consumer Advocate Division  
Cordell Hull Building, 2nd Floor  
425, 5th Avenue North

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Nashville, Tennessee 37243-0500  
(615)-741-8700

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FEDERAL BUREAU OF INVESTIGATION

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Certificate of Service

I hereby certify that a true and correct copy of the First Supplement to the Reply to the Memorandum Brief of AT&T Opposing the Petition for Information was served on parties below via U.S. Mail, postage prepaid, this December 14<sup>th</sup>, 1999.

James Lamoureux, Esquire  
AT&T  
Room 4068  
1200 Peachtree Street N.E.  
Atlanta, Georgia 30309

Val Sanford, Esquire  
Gullett, Sanford, Robinson & Martin, PLLC  
230 Fourth Avenue North, 3rd Floor  
P.O. Box 198888  
Nashville, Tennessee 37219-8888

Vance L. Broemel  
Vance L. Broemel

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# EXHIBIT A

FOR IMMEDIATE RELEASE:      NEWS MEDIA CONTACT:  
December 10, 1999      Mike Balmoris at (202) 418-0253  
Email: mbalmori@fcc.gov

## COMMON CARRIER ACTION

### FEDERAL COMMUNICATIONS COMMISSION DENIES AUTOMATIC GRANT OF AT&T'S APPLICATION TO DISCONTINUE ITS TOLL FREE DIRECTORY ASSISTANCE SERVICE

Washington, D.C. Today, the Common Carrier Bureau of the Federal Communications Commission (FCC) denied an automatic grant of AT&T Communications' application to discontinue its Toll Free Directory Assistance Service, 1-800-555-1212. The service allows persons to call the service to obtain the toll-free service number associated with a particular toll-free service listing.

AT&T filed its application to discontinue providing this service on November 12, 1999, to be effective March 31, 2000, and cited the cost of providing toll-free directory assistance service and the declining value derived from the service. Applications to discontinue service are normally granted automatically unless it is shown that customers may be unable to receive service or a reasonable substitute or that the public convenience and necessity may be otherwise adversely affected.

Following AT&T's application to discontinue service, numerous comments objecting to AT&T's application were filed with the FCC. The comments argue that there may be no reasonably substitutable service and that the public interest may be adversely affected. The nature of the objections filed with the FCC include:

- not all customers have or can afford access to the Internet;
- additional fees will be implemented for this service;
- elderly and disabled people depend on the service;
- many AT&T employees (some filing comments as members of Communications Workers of America) will be harmed; and,
- small businesses will incur economic hardship.

Accordingly, AT&T has been notified that its application to discontinue its Toll Free Directory Assistance Service, 1-800-555-1212, will not be granted automatically, but will be acted upon based on its merits, following further examination of both the comments received and any responsive comments that AT&T files.

Action by the Common Carrier Bureau December 10, 1999 Public Notice, DA 99-2769,

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by the Chief, Network Services Division, Common Carrier Bureau.

-Common Carrier Bureau-

Report No. 99-58

NSD File No. W-P-D-443

Common Carrier Bureau contacts:

Marty Schwimmer or Al McCloud at (202) 418-2320; TTY (202) 418-0484.

News about the Federal Communications Commission can also be found  
on the Commission's web site [www.fcc.gov](http://www.fcc.gov).

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